

Heathrow Airport closure.

The information below is a general guide for customers impacted by the closure of Heathrow airport on Friday 21st March 2025.

Please make sure you contact your airline or, if you have booked a package holiday, your tour operator first. All claims will be reviewed based on individual circumstances. Please refer to your policy documents for specific information.

If you purchased your policy on or before 4th September 2024, your policy is underwritten by AXA. If you wish to make a claim or speak to AXA, please visit [Making a Claim - Travel Insurance - Tesco Insurance](#) for information on how to do this.

If you purchased your policy after 4th September 2024, your policy is underwritten by Allianz. If you wish to make a claim or speak to Allianz, please visit [Making a Claim with AWP P&C S.A - Travel Insurance - Tesco Insurance](#) for information on how to do this.

Customers stranded abroad

If you've been impacted because your return flight has been cancelled, cover will automatically extend (no charge) to the departure date of the rescheduled flight offered by your airline as long as you accept the earliest alternative offered and don't delay your return.

Trip disruption

Under UK law, for most flights departing from an airport in the UK or arriving into the UK or EU, your airline must provide support if your flight is delayed by more than:

- 2 hours on short-haul flights
- 3 hours on medium-haul flights
- 4 hours on long-haul flights

Support should cover:

- a reasonable amount of food and drink
- accommodation if you have to stay overnight while waiting for a re-arranged flight
- transport to and from accommodation
- reasonable communication costs (often provided by refunding the cost of calls)

If you're delayed by more than 5 hours and no longer wish to travel, you might be entitled to a full refund.

If you have booked a standalone flight:

If your flight is cancelled because of the closure, under UK law you're entitled to an alternative flight or refund. If you have booked a standalone flight, you should contact the airline directly. However, if you booked a package, contact your package provider. If your package provider is an ABTA member, enhanced options exist.

Your Policy (for policies bought after September 4, 2024)

Please refer to your policy documents which can be found here- [Tesco | Policy Documentation](#). outlined below may support you when making a claim.

The sections of cover:

- Section 1 - Trip Cancellation
- Section 2 – Trip Interruption
- Section 3 – Travel Delay

Useful links

- [Air passenger rights » Compensation & air passengers rights](#)
- [What are my rights if my flight is cancelled or delayed? - BBC News](#)
- [Cancellations | UK Civil Aviation Authority](#)